

Seven Standards Services Ltd.
712 - 2012 Fullerton Avenue
North Vancouver, B.C.
V7P 3E3

October 3, 2013

re: Mrs. Kathleen Alexander
[REDACTED] Coquitlam, B.C.

Dear Sirs:

It has been brought to our attention that you have performed installation work in the form of plumbing repairs and the replacement of a domestic hot water tank, at the aforesaid address.

Date:

August 1, 2013 to replace a gas-fired
hot water tank.

\$1,786.40

Date:

Sept. 15, 2013 to repair a leak in the
ceiling

\$2,128.00

Total Installation Charge:

\$3,914.40

We have done a basic material take-off and priced this material through a local plumbing wholesaler, here in Coquitlam. Given a 20% mark-up on the material and a further 12% for tax, gives a total of approximately \$780.00 for material to do this service work.

1.	Pressure reducing valve cost	\$ 57.72
2.	No 40 gas-fired water tank (RHEEM)	430.59
3.	20 ft. 1/2" PEX - used only 10 ft.	4.00
4.	12 ft. 1/2" copper Type L - used only 8 ft.	18.40
5.	2 - 1/2" copper 90s'	4.50
6.	One 4" C Vent 90 degree elbow	4.43
7.	One 5x4 reducer C Vent	4.61
8.	5 ft. 4" C Vent	13.45
9.	3 ft. 5" C Vent	9.00
10.	1/2" to 3/8" angle stop for basin connection	4.51
11.	Miscellaneous copper and PEX fittings, solder paste, and crimp rings approx.	<u>30.00</u>

Total:

\$581.21

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Material Cost	Total:	\$581.21
20% Mark-up		116.24
12% Tax		<u>83.69</u>

Total Material, Mark-up, Tax: \$781.14

**Total charges for service installation
and material \$3,914.40**

Less Material, Mark-up and Tax: \$ 781.14

Total Labour including profit and tax \$3,133.26

From the foregoing, it appears that you are charging \$110.00 per hour. We have divided this \$110.00/hour into the labour factor of this service work \$3,133.26 divided by \$110.00/hour = approximately 28.5 hours.

If it requires your trades person 28.5 hours or 3.5 working days to install a hot water tank and repair a leaking water line, with 8-10 ft. of PEX piping, which is crimped together, this tradesman should be fired.

We are enclosing a clip from the local newspaper, indicating a RHEEM efficient tank with a total installation cost of \$899.00; compared to your installed price of \$1,786.40.

We refer to your billing of September 15/13, where you were called in to repair a leak in the ceiling, which you charged \$110.00 for that call-out and a further \$440.00 for the repair; a further \$220.00 for installation of 1/2" x 3/8" angle stop valve; cost \$4.51. Labour \$215.49.

You also indicated installing a 3/4" valve. There is no 3/4" pipe in this residence.

You also indicate installing a pressure reducing valve on the main water inlet service to the residence, including brazing.

This PRV that is installed at this residence is a Watts PRV and has a union connection; and no soldering is required. Cost of the PRV, including mark-up and tax is \$78.00. Your invoice indicates the PRV at \$400.00 and \$310.00 to install same; creating a cost of \$710.00 to install a \$78.00 valve, which should have been installed at the time of the new hot water

tank to eliminate excess pressure on the hot water tank and the domestic water system.

Furthermore, we are concerned that after installation of the new gas-fired hot water tank on August 1, 2013, it appears the water pressure to this residence was never checked, which is a basic step, whenever installing a domestic hot water tank. Upon return to the residence on September 15, 2013, approximately a month and one-half later you made the decision to change the PRV. If the PRV was faulty; why was it not changed on August 1, 2013? It appears that the new tank was left to be subject to excessive pressure, which could make the warranty null and void; also, causing excessive pressure on the domestic water system. **Furthermore, if the PRV would have been installed at the first service call, the leak in the ceiling may not have occurred; eliminating a \$2,128.00 charge.**

We believe that we require the following documents:

1. Tradesman's qualification ticket for B.C. (TQ) (Your installer)
2. Your tradesman's Provincial Gas Ticket.
3. Seven Standards Services Ltd. Gas Contractors' Licence for B.C.
4. Gas permit for the installation of the hot water tank at [REDACTED] Coquitlam.
5. Seven Standards Services Ltd. Contractor's Licence to do plumbing installation in the City of Coquitlam.

Furthermore, we demand that you reimburse Mrs. Alexander, a very senior citizen, for \$2,128.00.

Should these monies not be refunded within 30 days from the date of this letter, we shall be notifying the following:

1. Better Business Bureau
2. Gas Inspection Department
3. City of Coquitlam Inspection Department
4. North Vancouver City Hall
5. Legal counsel will be sought.

CONCERNED CITIZENS OF [REDACTED] COQUITLAM, B.C.